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A retired professor, through three and a half decades of teaching I had a couple of speech-disabled students and became acutely aware of what they had to overcome. I also am related to a speech-disabled person who has done extraordinary things to advance overall awareness of the problems such individuals face and to make concrete improvements in the adaptation of technology to their communication needs.

I agree with all of the following statements but have no way to expand upon them other than to say that if Bob Segalman believes they are needed, I believe he must be right. The only caveat is that it is probably misleading at this time to declare that in telephone (or other electronic communications) everything is confidential.

- Operators need to stay on the call long enough to get used to the way the PERSON with a speech disability talks.
- Operators should tell callers that everything is confidential.
- People with a speech disability need an easy way to reach Speech-To-Speech.
- The FCC must stop people in jails from abusing STS.
- More people with speech disabilities need to be taught to use STS.
- All these statements also apply to people who use STS on the computer.
- There should be competition, as that makes STS work better.
- The operators need to be paid enough so that they do a good job, and they need good training.